



Coach & Parent Communication Policy

Official team communication and concern-resolution standards

Revision 2.0 | Board adoption pending

Soccer is our platform. Growth is our purpose.

Official platform

SportsYou is the official team communication platform unless the Board designates a replacement. Team schedules, routine announcements, cancellations, and team business must be posted through the approved platform. The Board retains oversight but does not manage ordinary daily team communication.

Roles

Head coaches

- Post practice and game information with reasonable notice.
- Communicate changes and cancellations promptly.
- Respond to reasonable parent questions within 24-48 hours when practical.
- Keep messages factual, calm, professional, and limited to legitimate team purposes.

Parents and guardians

- Monitor the official platform and keep contact information current.
- Communicate attendance issues and relevant player needs promptly and privately.
- Raise concerns respectfully through the escalation path; do not use group chats for disputes.

Safe communication boundaries

- No private one-on-one electronic communication with a minor outside approved, observable channels.
- Include a parent or guardian in direct communication involving a minor.
- Do not conduct Club business through disappearing-message services or personal social-media accounts.
- Protect medical, disciplinary, contact, roster, and family information; share only with those who need it.

24-hour rule Wait at least 24 hours after an emotionally charged match before initiating discussion about playing time, tactics, coaching decisions, referee interactions, or game incidents. Immediate safety, abuse,

harassment, or medical concerns must be reported at once.

Concern-resolution path

1. Contact the head coach privately and describe the concern factually.
2. If unresolved, contact designated Club leadership.
3. Request Board review only when necessary or when policy assigns the matter to the Board.

Sideline confrontations, public accusations, retaliatory posts, and group-chat disputes are not acceptable. Playing-time discussions should focus on development and expectations; coaches shall not discuss another player's confidential information.

Media and emergencies

- Official Club media use follows registration permissions and Board-approved practices.
- Coaches need parental permission before posting identifiable player content on personal accounts and must never disclose protected or sensitive information.
- For emergencies, call 911 when appropriate, contact the parent or guardian, notify Club leadership, and complete an incident report.

Authority and related documents

This policy is adopted under the Official Governing Documents - Revision 2.0 and must be read consistently with them. If a conflict exists, the Articles of Incorporation, applicable law, and the bylaws control, in that order.

- Bylaws Article XV - Official Policies, Records, and Communications
- Parent & Guardian Code of Conduct; Coach Code of Conduct
- Risk Management & Emergency Procedures

Approval and revision control

Document owner: Board of Directors

Revision: Revision 2.0

Adoption: Aug 14, 2026

Next review: Annual review with the policy register

Acknowledgment

I have read, understand, and agree to follow this policy and the Rushcreek FC bylaws.

Name: _____ Role/Team: _____

Signature: _____ Date: _____